

Correcting Expired and/or Misrepresented Certification Dates in ATCTS

1. **The Army Training and Certification Tracking System now flags accounts with certifications that have expired.**

The baseline certification percentage decreased because the AC/ASCC/DRU managers requested removal of the expired/old baseline certifications, to allow them leverage to manage accurate compliance for those with expired certifications. This process was implemented on 12 Jan 15. Here are some items that managers need to provide to their personnel in order to fix their certification compliance status.

a. If the expiration date is wrong in ATCTS and correct in their vendor account (comptia, ISACA, ISC(2), EC Council, SANs) then the new expiration date must be pulled into DMDC so it can be imported into ATCTS. Complete the following:

(1). Go to the DMDC website, <https://www.dmdc.osd.mil/appj/dwc/index.jsp> and login,

(2). Click on "authorized release of certification"

(3). Click on the vendor name of the cert you hold(the word is spelled out)

(4). Check " I authorize the release....)

(5). scroll to bottom of page and click on "release additional certifications" if your certification shows "Valid" by the "current status" then you will see the "release additional...).

b. If the expiration date has expired and the date is indeed correct in ATCTS then the individual will need to recertify to the same cert level or a higher one. However if the expiration date is less than 90 days old (comptia certs only) the individual can contact Comptia for an extension as long as they have obtained enough continuing education units (CEUs) for the cert in question.

c. If the individual pulled the correct expiration date into DMDC and it's not showing in ATCTS because they are not annotated as an Army contractor/civilian or military in DEERS or AKO then the new certificate and their DMDC screenshot need to be uploaded into their ATCTS profile and verified by their manager so ATCTS can pick up the new date. Both the certificate and screenshot can be combined into one .pdf and uploaded under the DoD 8570.01 Baseline Certifications.

d. All certifications must be released through DMDC in order to receive a voucher or token (for maintenance fee payments)and all previous tokens and vouchers must be closed. If a person is annotated in AKO or DEERS as, for example- Navy reserve and Army contractor then their DMDC record will go to the Navy and not Army therefore the individual must ensure item c above is complete.

e. If an individual full middle name is spelled out on their certificate their middle name must be included with the first name when releasing through DMDC. This is the #1 issue with Comptia releases. Example: Name on certificate: John Pirate Joe. Name must be entered in DMDC as: First name: John Pirate, Middle initial: Leave blank, Last name: Joe. Make sure the unknown entry is deleted first.

e. Instructions for releasing certifications through DMDC

- (1). log onto: <https://www.dmdc.osd.mil/appj/dwc/index.jsp>
- (2). Click on "authorized the release...."
- (3). click on the vendor that corresponds with your cert
- (4). check "I authorize the release of my cert...."
- (5). scroll to the bottom of the page to see if you have any certs under the box with "Current Matching Information" If you do then;
- (6). make sure the current status is "valid" not Unknown.
- (7). if it says valid then click on "release additional certifications" and check back within 3 days.
- (8). if it shows "unknown", delete the entry and;
- (9). Go to your vendor account or look on your certificate for the spelling of your name and then go back to your DMDC account. If your full middle name is on the certificate then add your middle name in with your first name and leave the middle initial area blank. Example: Joe Lane Doe. Enter as first name: Joe Lane
- (10). add your name, add career ID/candidate ID number if required then submit..
- (11). If no entry is there then annotate your name exactly as it appears in your vendor account, add your career ID/candidate ID number and submit.
- (12). Make sure the box is check that states, "authorized the release of...."

2. Please contact Ronald.m.wallace.ctr@mail.mil , 703-545-4623 or Doris.m.wright2.ctr@mail.mil, 703-545-1703 if you have questions.